

Job Opening

Position:	Receptionist
Department/Store:	Reception
Location:	Alcott Corporate Office
Wage:	Based on Experience + Benefits (Medical, Dental, Vision, Life Insurance, 5 weeks PTO and 403(b))
Classification:	Full-time Staff
Number of Openings:	1
Hours:	Monday – Friday 8:00 am until 4:30 pm
Date posted:	12/09/2014
Submit Applications to:	www.goodwillswmi.org

Job Duties:

General Responsibilities

The primary responsibility of the Receptionist is to answer incoming phone calls to the Agency, greet visitors and serve as the “face and voice” of Goodwill Industries of Southwestern Michigan. The incumbent will also assist Human Resources in the recruitment process; thus s/he must respect and maintain the confidentiality of information. The person in this position must exemplify the core values of the Agency: People, Positivity, Success and Collaboration.

Essential Duties, Responsibilities and Functions

Essential duties include but are not limited to:

1. Greet all visitors and callers with a professional appearance, demeanor and respect
2. Answer and transfer all telephone calls promptly in a professional and pleasant manner; page personnel and make announcements over the intercom/paging system clearly and professionally, including emergency announcements
3. Assist Agency team members and tenants with reservations of rooms and vehicles
4. Log in all applications and rank candidates for continuation in hiring process
5. Maintain up-to-date phone list and essential information as directed
6. Assist in special events as directed
7. Other duties as directed by Human Resources staff

Qualifications:

Required Knowledge, Skills and Abilities

- Demonstrated strong and professional customer service orientation
- Ability to multitask: handle approximately 100 telephone calls per day while serving the needs of walk-in visitors in a calm and professional manner and entering data accurately and quickly
- Proficiency in Microsoft Office, especially Word and Excel
- Ability to solve problems and assess information
- Ability to organize information
- Ability to present a professional and pleasant appearance and voice

Preferred Knowledge, Skills and Abilities

- Experience working in reception or switchboard
- Experience working with applications and hiring documents
- Experience with emergency procedures

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Education

High school diploma or equivalent

Post high school education preferred

Physical Requirements

Remain in a stationary position for extended periods of time; constant use of office equipment requiring manual dexterity; ability to hear, speak clearly, write and exchange information

Other

Must be able to pass a pre-employment drug screen and theft-related background check

Must be available to work Monday through Friday, 8:00 a.m. until 4:30 p.m.

Equal Opportunity Employer

Persons are recruited, hired, assigned and promoted only on the basis of job related criteria and without regard to age, ancestry, arrest record, citizenship, color, familial status, gender, gender identification, height, marital status, national origin, non-job-related disability, race, religion, sex, sexual orientation, veterans' status or weight. This includes those affected by pregnancy, childbirth or related medical condition.

Please click on and read: <http://www.goodwillswmi.org/PDF/ApplicationTerms.pdf>